

Freedom Court Reporting, Inc

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1 IN THE UNITED STATES DISTRICT COURT
2 FOR THE EASTERN DISTRICT OF TEXAS
3 MARSHALL DIVISION
4 CASE NO. 2:08-cv-422 TJW

5 _____
6 _____

7 PATTY BEALL, MATTHEW
8 MAXWELL, TALINA MCELHANY AND
9 KELLY HAMPTON, individually
10 and on behalf of all other

11 similarly situated;

12 Plaintiffs,

13 vs.

14 TYLER TECHNOLOGIES, INC., AND

15 EDP ENTERPRISES, INC.,

16 Defendants.

17 _____
18 _____

19 DEPOSITION OF TRAVIS VOID

20

21 At Raleigh, North Carolina

22 July 29, 2010

23 2:25 p.m. - 4:30 p.m.

24 Reported by: Rebecca L. Crunk

367 Valley Avenue Birmingham, Alabama (877) 373-3660

EXHIBIT NO. 40

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A P P E A R A N C E S

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T A B L E O F C O N T E N T S

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E X A M I N A T I O N S

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Examination

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Direct, Mr. McKeeby

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Cross, Ms. Bagley

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E X H I B I T S

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Exhibit

Description

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Exhibit No. 1

Time sheets

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Exhibit No. 2

Offer letter

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Exhibit No. 3

Performance Evaluation

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Exhibit No. 4

Performance Evaluation

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Exhibit No. 5

Consent

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Exhibit No. 6

Resume

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1 A. Not all the time. Sometimes they'll just tell us to
2 go with what we have.

3 Q. Do you submit the agenda to the client for approval?

4 A. Yes.

5 Q. And is that something that's done before you get to
6 the customer location?

7 A. Yes.

8 Q. So you would send it directly via email to the client
9 and say something along the lines of, here's the
10 agenda, here's what we're planning. Does this
11 correspond with your needs?

12 A. Not does it correspond to your needs, but they get
13 the right people to be in the right place at the
14 right time to match the agenda and to see if we need
15 to make any changes according to their schedule.

16 Q. So that goes more to the availability of the people
17 who need to be trained.

18 A. Right.

19 Q. And the client, obviously, is going to have more
20 information about that than you would.

21 A. Exactly.

22 Q. I take it the five different types of support or
23 training that you've listed are all of -- you've
24 performed all of these things in your employment.

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1 A. Yes.

2 Q. When you're training regarding setting up the system,
3 I take it you are training a particular segment of
4 the employees of the customers during that training.

5 A. The setting up of the system?

6 Q. Yeah. Let me just tell you my thought, and you tell
7 me if I'm wrong, but when you're doing the
8 implementation training or the end user training,
9 you've got to train the people who are actually going
10 to be using the software. My impression is when
11 you're doing the training on setting up the system is
12 that you're training a different group of employees;
13 is that accurate?

14 A. Yes.

15 Q. What group of employees are you training when you're
16 training to set up the system?

17 A. A lot of times it's what we call the functional
18 leaders, those who make the decisions on how it needs
19 to be set up, also the IT department or the
20 information technology department.

21 Q. Okay. Do you, prior to doing the training regarding
22 setting up the system, need to know about the
23 customer's previous legacy system?

24 A. We don't necessarily need to know everything about

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1 their previous system. We just need to know how they
2 conducted business.

3 Q. What's an example of how they conducted business with
4 respect to financial software?

5 A. How they handle an invoice that comes in.

6 Q. And when you say how they handle an invoice, you mean
7 where did it get routed, who needed to approve it,
8 those kinds of things?

9 A. Right. Right.

10 Q. And so that has less to do with software and more to
11 do with processes.

12 A. Yes.

13 Q. And how is it that you get that information from the
14 client? Is that -- I'll leave it at that.

15 A. That's more of the setup, so that's how we determine
16 how the system needs to be set up based off of how
17 they used to do business and how we can kind of keep
18 it similar.

19 Q. Right. Keep it similar within the MUNIS software.

20 A. Yes.

21 Q. So that's something -- that's information you gather
22 from the client during this setup training?

23 A. Yes.

24 Q. Do you know the term systems analysis, system

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1 analysis?

2 A. Yes.

3 Q. My understanding, I'll tell you my understanding of
4 system analysis is, and you can tell me if it's the
5 same as yours or if I need to change it. It'll be
6 pretty basic.

7 But my understanding of a system analysis is where
8 someone from Tyler is sitting down with the company,
9 the customer, and gathering information from the
10 customer about their processes and how they, for
11 example, handle invoices is the example that you
12 used, and gathering that information from the
13 customer. That's my understanding of a system
14 analysis. Is that close?

15 A. It's close.

16 Q. Okay.

17 A. It's like an as is.

18 Q. Okay. An as is in the sense that you're learning
19 what the customer's legacy system is.

20 A. Their processes within the legacy system.

21 Q. Got it. Got it. And my question is: I take it from
22 your testimony that's work that you, as an
23 implementation consultant, performed as part of your
24 job.